



for Microsoft

Upgrade Manual **OnTime® for Microsoft version 6.3.x**

Revision 5

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OnTime® for Microsoft

Upgrade Manual

The main audience for this manual is Microsoft administrators with proper experience in Windows Server and Exchange on-premise or Microsoft 365 administration. We expect that the reader of this manual is no stranger to the Microsoft environment.

Table of Contents

Upgrade OnTime for Microsoft.....	3
SSL considerations	3
ADFS considerations	3
Catering considerations	3
Tomcat server	3
Upgrade process	4
Quick upgrade (Local SQL Server)	5
<i>Verify OnTime After Upgrade (Local SQL Server)</i>	<i>7</i>
Custom Upgrade (External SQL Server)	8
<i>Upgrade OnTime database</i>	<i>10</i>
<i>Pollarity</i>	<i>11</i>
<i>Catering</i>	<i>12</i>
<i>Visitor</i>	<i>12</i>
<i>Verify OnTime After Upgrade (External SQL Server)</i>	<i>14</i>
OnTime Admin Centre	15
Database Setup	15
SSL certificates for the OnTime Tomcat Server	16
SSL certificates for the OnTime Auth Service	19
Pick up the new version of OnTime	21
Domain considerations	22
Microsoft 365 configuration, Authentication	23
Roll back	24
Final test	25
<i>OnTime Client Web Desktop</i>	<i>25</i>
<i>OnTime Client Web Mobile</i>	<i>25</i>

Upgrade OnTime for Microsoft

SSL considerations

If your current OnTime server is configured for SSL, a certificate is required for your Tomcat server.

Note: Self-signed OnTime server certificates are not supported.

The process of generating certificate files for the Tomcat server is described in the section **SSL certificates for the OnTime Tomcat Server**.

Note: If you have configured a reverse proxy server for external access, review the current version of 'Installation & Configuration Guide OnTime® for Microsoft'.

The authentication method 'HTTP(S) Domain (SSO)' is not supported through a reverse proxy server.

ADFS considerations

If your OnTime Authentication method is ADFS, review the setup in the current version of 'Installation & Configuration Guide OnTime® for Microsoft'.

Catering considerations

If you have 'Catering Manager', check all 'Menu Items' with serving, as serving has been split into rooms and locations.

Flyway database tool

An OnTime tool called 'otdbupdate.cmd' is used to install and update databases. This tool is powered by the 'open source' tool 'Flyway'.

Tomcat server

In the OnTime for Microsoft version 6.3 the Tomcat server is version 10.1.48

Upgrade process

Upgrade of OnTime from earlier versions preserves users and admin settings. The upgrade is possible from the versions OnTime MS 1.1.x and newer.

The main tasks necessary to do to upgrade an OnTime for MS installation from a previous release:

Upgrade the OnTime Windows services and 'Apache Tomcat for OnTime'

Upgrade the OnTime database; this upgrade process is dependent on your installation of the SQL server, quick or custom upgrade.

The 'quick upgrade' is with an SQL Server installed on the same server as the rest of the OnTime application. An additional prerequisite is that the 'Database Name' and 'Username' fields are blank in the 'OnTime Admin Center's Database section'.

The 'custom upgrade' is with more details where the SQL Server is installed differently, or even external to the OnTime server.

Check your current OnTime version – and make a note of it:

In the OnTime client Web Desktop – Settings/About

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www.OnTimeSuite.com

Version 6.3.8

Build: 20250929-1212

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Quick upgrade (Local SQL Server)

Prerequisite:

This process requires that the 'MS SQL Server' is installed locally, on the same server as the rest of OnTime and the database name and username fields are blank (integrated Security=true;)

Note: The upgrade process requires at least OnTime ver. 5.0 - if you have an older version of OnTime you must contact OnTime support:
<https://ontimesuite.com/en/ms/support/support>

- On the OnTime server, extract the **OnTimeMS-yy.zip** file to a temporary location, where **yy** represents the new version number.
- Move the extracted **OnTimeMS-yy** folder to the recommended path:
C:\Program Files\IntraVision\

Upgrade Instructions

- In **File Explorer**, navigate to the *current version* of OnTime:
- C:\Program Files\IntraVision\OnTimeMS-xx (see example below)

PC > Windows (C:) > Program Files > IntraVision > OnTimeMS-xx >

Name	Date modified	Type	Size
addin-classic-outlook-poll	19/12/2024 10.18	File folder	
addin-new-outlook-teams-rail	19/12/2024 10.18	File folder	
addin-teams-channel	19/12/2024 10.18	File folder	
admintoken	19/12/2024 10.18	File folder	
catering	19/12/2024 10.18	File folder	
cmd	19/12/2024 10.18	File folder	
jdk	19/12/2024 10.18	File folder	
ontime.ms.acs	19/12/2024 10.18	File folder	
ontime.ms.auth	19/12/2024 10.18	File folder	
otdbupdate	19/12/2024 10.18	File folder	
pollarity	19/12/2024 10.19	File folder	
programdata	19/12/2024 10.19	File folder	
scripts	19/12/2024 10.19	File folder	
sqlserver	19/12/2024 10.19	File folder	
tomcat	19/12/2024 10.19	File folder	
visitor	19/12/2024 10.19	File folder	
command.cmd	19/12/2024 10.18	Windows Comma...	
install.cmd	19/12/2024 10.18	Windows Comma...	
Office365TomcatRestart.zip	19/12/2024 10.18	Compressed (zipp...	
start-catering.cmd	19/12/2024 10.19	Windows Comma...	
start-pollarity.cmd	19/12/2024 10.19	Windows Comma...	
start-visitor.cmd	19/12/2024 10.19	Windows Comma...	
stop-catering.cmd	19/12/2024 10.19	Windows Comma...	
stop-pollarity.cmd	19/12/2024 10.19	Windows Comma...	
stop-visitor.cmd	19/12/2024 10.19	Windows Comma...	
uninstall.cmd	19/12/2024 10.19	Windows Comma...	
upgrade.cmd	19/12/2024 10.19	Windows Comma...	

- Run the command **uninstall.cmd** as an **administrator**.
When prompted with the message “Press any key to continue . . .” several times—press any key each time to proceed.
- After the uninstallation completes, navigate to the *new version* folder:
- C:\Program Files\IntraVision\OnTimeMS-yy (see example below)

PC > Local Disk (C:) > Program Files > IntraVision > OnTimeMS-yy >

Name	Date modified	Type
ontime.ms.auth	11-11-2025 12:57	File folder
otdbupdate	11-11-2025 12:57	File folder
otsubhub	11-11-2025 12:57	File folder
outlook-catering-add-in	11-11-2025 12:57	File folder
pollarity	11-11-2025 12:57	File folder
programdata	11-11-2025 12:57	File folder
scripts	11-11-2025 12:57	File folder
sqlserver	11-11-2025 12:57	File folder
tomcat	11-11-2025 12:57	File folder
visitor	11-11-2025 12:58	File folder
command.cmd	30-09-2025 15:49	Windows Comma...
install.cmd	30-09-2025 15:49	Windows Comma...
Office365TomcatRestart.zip	24-10-2025 15:38	Compressed (zipp...
start-catering.cmd	30-09-2025 15:49	Windows Comma...
start-pollarity.cmd	30-09-2025 15:49	Windows Comma...
start-visitor.cmd	30-09-2025 15:49	Windows Comma...
stop-catering.cmd	30-09-2025 15:49	Windows Comma...
stop-pollarity.cmd	30-09-2025 15:49	Windows Comma...
stop-visitor.cmd	30-09-2025 15:49	Windows Comma...
uninstall.cmd	30-09-2025 15:49	Windows Comma...
upgrade.cmd	30-09-2025 15:49	Windows Comma...

6. Run the command **upgrade.cmd** as an **administrator**.

Running this upgrade command will do the following:

- Ask the question of where to back up your current OnTime database
- Create tables if necessary
- Transfer the data from your current version if necessary
- Enable Integrated Security for the database
- Install OnTime Auth Service and start it
- Make a backup of your current database, press 'y' to accept the backup path
- Install the Tomcat service, and start it
- Upgrade the database if necessary
- Create a database for Pollarity if necessary
- Upgrade the Pollarity database if necessary
- **Note:** Pollarity has an optional licence.
- Create a database for Catering if necessary
- Upgrade the Catering database if necessary
- **Note:** Catering has an optional licence.
- Create a database for Visitor if necessary
- Upgrade the Visitor database if necessary
- **Note:** Visitor has an optional licence.

7. A log file 'upgrade-from-x.x.log' is created from the upgrade under "C:\Program Files\IntraVision\OnTimeMS-yy"

Verify OnTime After Upgrade (Local SQL Server)


In a browser open the 'OnTime Admin Centre'.

<https://ontime.example.com:8443/ontimegcms/admin>


Note: Insert your relevant URL instead of 'ontime.example.com'.

In "OnTime Admin Centre" click "Dashboard" to check the OnTime application is running (see example below) after the upgrade.


ONTIME ADMIN CENTER




DASHBOARD




DATABASE




DOMAINS




GLOBAL SETTINGS




USERS




GROUPS




LEGEND



POLLARITY



CATERING



VISITOR

EDIT LICENSE

REFRESH

DASHBOARD

Application

Application:

RUNNING

START

STOP

Last Status Chi

Subscription for calendar changes:

7 OUT OF 7 CALENDARS

START

STOP

Last Status Chi

Connection Services

SQL Database Connection:

RUNNING

Last Status Chi

Active Exchange Domains:

1 OUT OF 1 RUNNING / 1 OUT OF 1 SUBHUB

Scheduled Services

Directory Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

User & Group Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

Photo Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

Permission Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

Event Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

From **Dashboard** check the new version by clicking on settings icon  and **About**

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×



Version 6.3.8

Build: 20250929-1212

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In case of issue: 'Database is not running'. Review **Database Setup**

You are now ready to test the Client Web Desktop and Client Web Mobile for OnTime. Proceed to the **Final test**.

Custom Upgrade (External SQL Server)

This procedure applies to installations where Microsoft SQL Server is hosted externally or configured differently from the prerequisites described in the *Quick Upgrade* section.

Note: Before proceeding, it is recommended to create a full backup of your OnTime database.

- On the OnTime server, extract the **OnTimeMS-yy.zip** file to a temporary location, where **yy** represents the new version number.
- Move the extracted **OnTimeMS-yy** folder to the recommended path:
C:\Program Files\IntraVision\

Upgrade Instructions

- In **File Explorer**, navigate to the *current version* of OnTime:
- C:\Program Files\IntraVision\OnTimeMS-xx (see example below)

PC > Windows (C:) > Program Files > IntraVision > OnTimeMS-xx >

Name	Date modified	Type	Size
addin-classic-outlook-poll	19/12/2024 10.18	File folder	
addin-new-outlook-teams-rail	19/12/2024 10.18	File folder	
addin-teams-channel	19/12/2024 10.18	File folder	
admintoken	19/12/2024 10.18	File folder	
catering	19/12/2024 10.18	File folder	
cmd	19/12/2024 10.18	File folder	
jdk	19/12/2024 10.18	File folder	
ontime.ms.acs	19/12/2024 10.18	File folder	
ontime.ms.auth	19/12/2024 10.18	File folder	
otdbupdate	19/12/2024 10.18	File folder	
pollarity	19/12/2024 10.19	File folder	
programdata	19/12/2024 10.19	File folder	
scripts	19/12/2024 10.19	File folder	
sqlserver	19/12/2024 10.19	File folder	
tomcat	19/12/2024 10.19	File folder	
visitor	19/12/2024 10.19	File folder	
command.cmd	19/12/2024 10.18	Windows Comma...	
install.cmd	19/12/2024 10.18	Windows Comma...	
Office365TomcatRestart.zip	19/12/2024 10.18	Compressed (zipp...	
start-catering.cmd	19/12/2024 10.19	Windows Comma...	
start-pollarity.cmd	19/12/2024 10.19	Windows Comma...	
start-visitor.cmd	19/12/2024 10.19	Windows Comma...	
stop-catering.cmd	19/12/2024 10.19	Windows Comma...	
stop-pollarity.cmd	19/12/2024 10.19	Windows Comma...	
stop-visitor.cmd	19/12/2024 10.19	Windows Comma...	
uninstall.cmd	19/12/2024 10.19	Windows Comma...	
upgrade.cmd	19/12/2024 10.19	Windows Comma...	

- Run the command **uninstall.cmd** as an **administrator**.
When prompted with the message "Press any key to continue . . ." several times press any key each time to proceed.

4. After the uninstallation completes, navigate to the *new version* folder:
5. "C:\Program Files\IntraVision\OnTimeMS-yy\cmd"
6. Run the command **upgrade-without-database.cmd** as an **administrator**.
(see example below)

PC > Local Disk (C:) > Program Files > IntraVision > OnTimeMS-yy > cmd

Name	Date modified	Type	Siz
apache-tomcat-otd-uninstall.cmd	30-09-2025 15:49	Windows Comma...	
call-flyway-migrate-scripts.cmd	30-09-2025 15:49	Windows Comma...	
call-tomcat-digest-with-env-var.cmd	30-09-2025 15:49	Windows Comma...	
change-tomcat-password.cmd	30-09-2025 15:49	Windows Comma...	
create-shared-properties.cmd	30-09-2025 15:49	Windows Comma...	
db-ontimems-create-default.cmd	30-09-2025 15:49	Windows Comma...	
install-ontime.cmd	30-09-2025 15:49	Windows Comma...	
install-ontime-services-only.cmd	30-09-2025 15:49	Windows Comma...	
install-programdata-files.cmd	30-09-2025 15:49	Windows Comma...	
install-without-database.cmd	30-09-2025 15:49	Windows Comma...	
ontime.ms.auth-install.cmd	30-09-2025 15:49	Windows Comma...	
ontime.ms.auth-uninstall.cmd	30-09-2025 15:49	Windows Comma...	
prompt-for-sql-backup-path.cmd	30-09-2025 15:49	Windows Comma...	
set-admin-group-as-dbo.cmd	30-09-2025 15:49	Windows Comma...	
set-correct-envvars.cmd	30-09-2025 15:49	Windows Comma...	
set-tomcat-memory-envvars.cmd	30-09-2025 15:49	Windows Comma...	
setup-default-tomcat-memory.cmd	30-09-2025 15:49	Windows Comma...	
shared-var.cmd	30-09-2025 15:49	Windows Comma...	
tomcat-users.template	30-09-2025 15:49	TEMPLATE File	
uninstall-ontime.cmd	30-09-2025 15:49	Windows Comma...	
upgrade-without-database.cmd	30-09-2025 15:49	Windows Comma...	

Running this upgrade command will do the following:

- Transfer the data from your current version to new version
- Install OnTime Auth Service and start it
- Install the Tomcat service, and start it

Upgrade OnTime database

Note: The upgrade process requires at least OnTime ver. 5.0 - if you have an older version of OnTime, you must contact OnTime support:

<https://ontimesuite.com/en/ms/support/support>

1. Create a backup of your OnTime database
2. Use the Otdbupdate tool to upgrade the database.
3. Ensure that you have a directory C:\SqlServerBackups for running the 'Otdbupdate' database tool.

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command window as Administrator.

Note: your new version of OnTime location

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:

```
set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk
```

Set the environment variable for Path by running the command:

```
set PATH=%JAVA_HOME%\bin;%PATH%
```

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy

Note: OnTime includes an embedded JDK; do not install or configure system-wide Java unless explicitly required."

This avoids confusion for admins with other Java-dependent services.

Run this command, if you are using integratedSecurity:

```
otdbupdate\otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=ontimems;  
encrypt=true;trustServerCertificate=true;integratedSecurity=true migrate
```

(Run as a single line command.)

Run this command, if you are using a specific database user:

```
otdbupdate\otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=ontimems;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

Pollarity

Update the Pollarity database using 'otdbupdate.cmd'

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command prompt as administrator.

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:
set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy\pollarity\otdbupdate

Depending of your setup, use 'integratedSecurity' or 'SQL server authentication':.

Run this command if you prefer 'integratedSecurity' in your SQL server:

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=pollarity;  
encrypt=true;trustServerCertificate=true;  
integratedSecurity=true migrate
```

(Run as a single line command.)**This command, if you prefer 'SQL Server authentication':**

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=pollarity;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

Catering

Update the Catering database using 'otdbupdate.cmd'

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command window as Administrator.

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:

set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk

Set the environment variable for Path by running the command:

set PATH=%JAVA_HOME%\bin;%PATH%

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy\catering\otdbupdate

Depending of your setup, use 'integratedSecurity' or 'SQL server authentication':.

- **Run this command, if you prefer 'integratedSecurity' in your SQL server:**

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=catering;  
encrypt=true;trustServerCertificate=true;  
integratedSecurity=true migrate
```

(Run as a single line command.)

This command, if you prefer 'SQL Server authentication':

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=catering;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

Visitor

Update the Visitor database using 'otdbupdate.cmd'

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command window as Administrator.

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:
set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk

Set the environment variable for Path by running the command:
set PATH=%JAVA_HOME%\bin;%PATH%

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy\visitor\otdbupdate

Depending of your setup, use 'integratedSecurity' or 'SQL server authentication':.

Run this command, if you prefer 'integratedSecurity' in your SQL server:

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=visitor;  
encrypt=true;trustServerCertificate=true;  
integratedSecurity=true migrate
```

(Run as a single line command.)

This command, if you prefer 'SQL Server authentication':

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=visitor;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

Verify OnTime After Upgrade (External SQL Server)


In a browser open the 'OnTime Admin Centre'.

<https://ontime.example.com:8443/ontimegcms/admin>


Note: Insert your relevant URL instead of 'ontime.example.com'.

In "OnTime Admin Centre" click "Dashboard" to check the OnTime application is running (see example below) after the upgrade.


ONTIME ADMIN CENTER




DASHBOARD




DATABASE




DOMAINS




GLOBAL SETTINGS




USERS




GROUPS




LEGEND



POLLARITY



CATERING



VISITOR

EDIT LICENSE

REFRESH

DASHBOARD

Application

Application:

RUNNING

START

STOP

Last Status Chi

Subscription for calendar changes:

7 OUT OF 7 CALENDARS

START

STOP

Last Status Chi

Connection Services

SQL Database Connection:

RUNNING

Last Status Chi

Active Exchange Domains:

1 OUT OF 1 RUNNING / 1 OUT OF 1 SUBHUB

Scheduled Services

Directory Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

User & Group Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

Photo Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

Permission Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

Event Synchronisation:

SCHEDULED TO RUN TOMORROW 02:00

START

Last Status Chi

From **Dashboard** check the new version by clicking on settings icon  and **About**

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X



Version 6.3.8

Build: 20250929-1212

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In case of issue: 'Database is not running'. Review **Database Setup**

You are now ready to test the Client Web Desktop and Client Web Mobile for OnTime. Proceed to the **Final test**.

OnTime Admin Centre

Clear your browsers cache, and open the administration URL:

https://ontime.example.com:8443/ontimegcms/admin

Note: Insert your relevant URL instead of 'ontime.example.com'.

Administrator: admin (beware of casing, no capitals)

Password ***** (The password set during the OnTime installation process)

Reset of password, if it is lost:

In the folder C:\Program Files\IntraVision\OnTimeMS-yy\cmd

- you will find the command 'change-tomcat-password.cmd'.

Run it as an administrator to reset the admin password.

Database Setup

Click 'Database'.

If '**Local SQL Server**', enter 'localhost' in the 'Server' field.

Tick 'Integrated Security'.

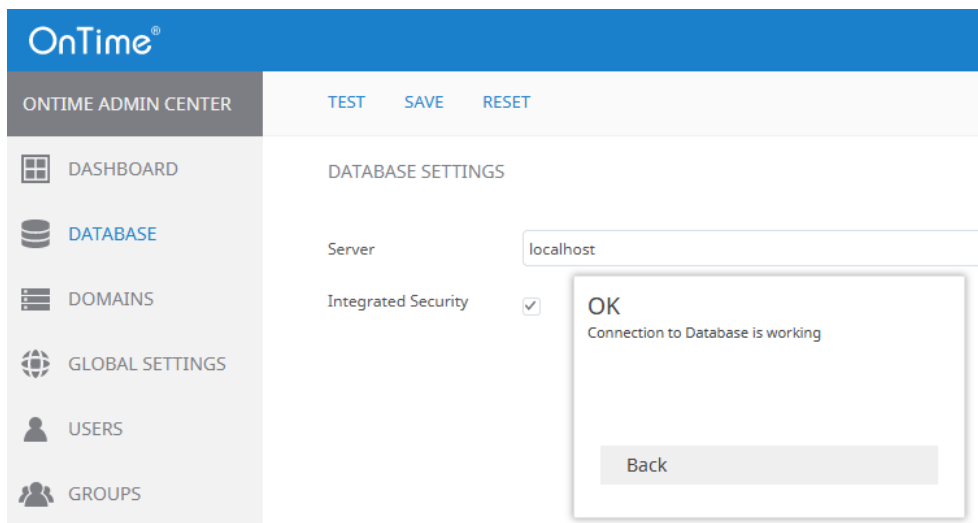
If '**External SQL Server**', enter the hostname of the external SQL server in the 'Server' field.

Tick 'Integrated Security'.

Click "Test" in the upper right corner to test the database connection.

Upon the response "OK Connection to database is working" click "Back".

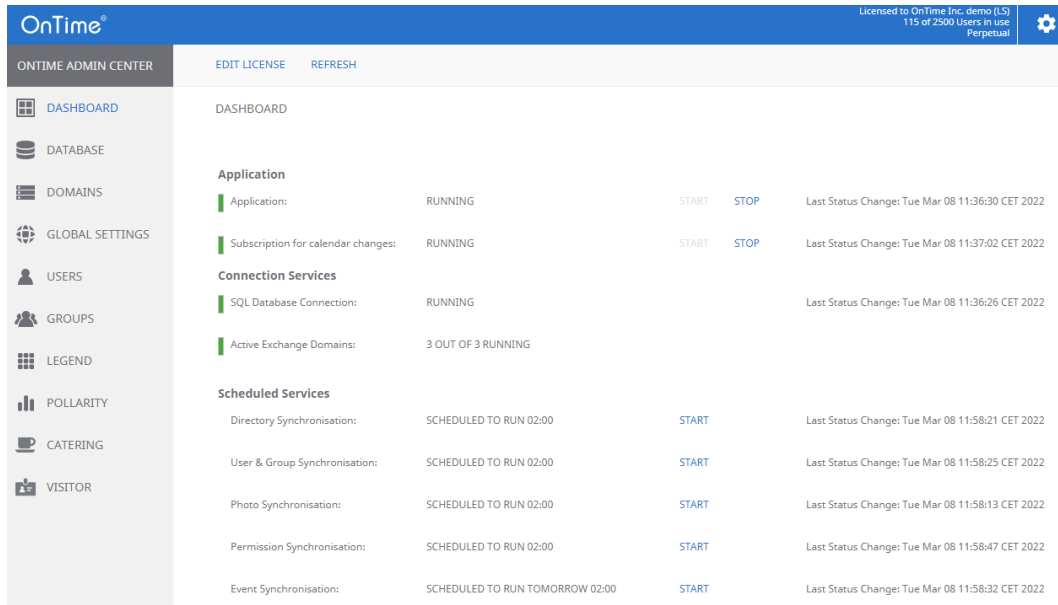
Click Save.



The screenshot shows the OnTime Admin Centre interface. The left sidebar contains navigation links: DASHBOARD, DATABASE (highlighted), DOMAINS, GLOBAL SETTINGS, USERS, and GROUPS. The main content area is titled 'DATABASE SETTINGS' and includes buttons for TEST, SAVE, and RESET. The 'Server' field is set to 'localhost' and the 'Integrated Security' checkbox is checked. An 'OK' dialog box is overlaid on the page, displaying the message 'Connection to Database is working' and a 'Back' button.

In “OnTime Admin Centre”, click “Dashboard”.

Note: When you see the Connection/Database Service “Running” (green), press **F5** to refresh the whole web page from the new database.



The screenshot shows the OnTime Admin Centre Dashboard. The top navigation bar includes 'ONTIME ADMIN CENTER', 'EDIT LICENSE', and 'REFRESH'. The left sidebar lists various modules: DASHBOARD, DATABASE, DOMAINS, GLOBAL SETTINGS, USERS, GROUPS, LEGEND, POLLARITY, CATERING, and VISITOR. The main content area displays the status of various services:

Service Category	Service Name	Status	Action	Last Status Change
Application	Application:	RUNNING	START STOP	Last Status Change: Tue Mar 08 11:36:30 CET 2022
	Subscription for calendar changes:	RUNNING	START STOP	Last Status Change: Tue Mar 08 11:37:02 CET 2022
Connection Services	SQL Database Connection:	RUNNING		Last Status Change: Tue Mar 08 11:36:26 CET 2022
	Active Exchange Domains:	3 OUT OF 3 RUNNING		
Scheduled Services	Directory Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:21 CET 2022
	User & Group Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:25 CET 2022
	Photo Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:13 CET 2022
	Permission Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:47 CET 2022
	Event Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change: Tue Mar 08 11:58:32 CET 2022

SSL certificates for the OnTime Tomcat Server

To support secure communication, **https** with the OnTime clients, three certificate files are needed for the Tomcat server.

1. ontime-rsa-key.pem
2. ontime-rsa-cert.pem
3. ontime-rsa-chain.pem

The three files mentioned are in '.pem' format (base64 encoded). The first file contains the server's private key. The second file contains the servers ssl-certificate. The third file contains the signing chain certificates from the 'Root CA' and the 'Intermediate CA'

In the OnTime installation the three files are mentioned in the server.xml file, placed in: C:\Program Files\IntraVision\OnTime.x.x\tomcat\conf\

Depending on the system where you obtained the SSLcertificate you might get the SSL certificate as a .pfx or .p12 (pkcs12 format) file for the OnTime server.

- may be downloaded from <https://wiki.openssl.org/index.php/Binaries>

- Enter passwords and you should see a list of certificates on the screen.

A private password protected .pem file is generated with the private key.

```
-----BEGIN RSA PRIVATE KEY-----
MIIEowIBAAKCAQEAi45lsXhcxMMBuF96S5kS9ZHHLMCECAzkOjTK14o3FnbMWMZ
RlunTVL0VibOxdBraVfyEY2DbiBnwamHtBx6PEXVmk48AtohoMUWRajW6xQXZ/xa
7oGd6zwnkau9ns04AFXPKfLf2YfD/MbevtU6xhbKXWsjq6kAeQSMF6BbrumJ5uTx
6XTZSnS+2nL+FmFwdjnjAlJrBtFGYSII1094K2pleY3XAz5HUBxQ9SvPmf19I
D/NRM4sdFVYUxqJxgUjUa66V9XRqGids3KcpenQ4R++AJwn5yckIyKp32ern5vN
HDVuvqYnxv0n4hEe9o3267Rhs4NKKOHjds8/wIDAQABAIAH2650Xwj0omvHXH
```

```
-----BEGIN CERTIFICATE-----
MIIGLzCCBRegAwIBAgIQCEypIwG8D7vWyBkyjLso6DANBgkqhkiG9w0BAQsFADBe
MQswCQYDVQQGEwJVUzEVMHBMA1UEChMMRGlNaUNlcnQgSW5jMRkwFwYDVQQLEwB3
d3cuZG9uZGlnaWNlcnQuY29tMR0wG9YDVQDEeXRSYXBpZFNNTTBSBUS0EgQ0E0MjA
wF0xOTA0MDZMDAwMDBAwMDBA7F0yMTAzMzEzXmJlAUMDBAMBgxFjAUBGNVBAMDSou250
aWllMDEuZG9wZG90eEiMAAGCSqGSIIB3DQEBAAQUAA1IBDWAwwgEKAoIBAQCllnWxeFze
```

3. **Extract the certificate chain, generate the third file for OnTime:**

```
openssl pkcs12 -in certs.pfx -out ontime-rsa-chain.pem -nokeys
```

An ontime-rsa-chain.pem file is generated with the certificate chain, Root CA and Intermediate CA, base64 encoded.

Option:

If you copy this file into a .crt extension - you may double-click/Open the file to check your 'Certification Path'.

4. The three OnTime .pem files are placed in the folder as referenced in the server.xml file:

```
C:\ProgramData\IntraVision\OnTimeGCMS\keys\
```

5. After the update of the key files, restart the Apache Tomcat service

SSL certificates for the OnTime Auth Service

If SSL (https) communication is required for the OnTimeMS Auth service, you must install a certificate at the Windows server.

Acquire an SSL certificate pfx or p12 (pkcs12 format) file for the OnTime server.

1. Open a command prompt in administrator mode:
Run >certlm
- to open the Microsoft Certificates application for 'Local Computer'.

Right-click 'Personal', choose 'All Tasks\Import'.

Click 'Next'.

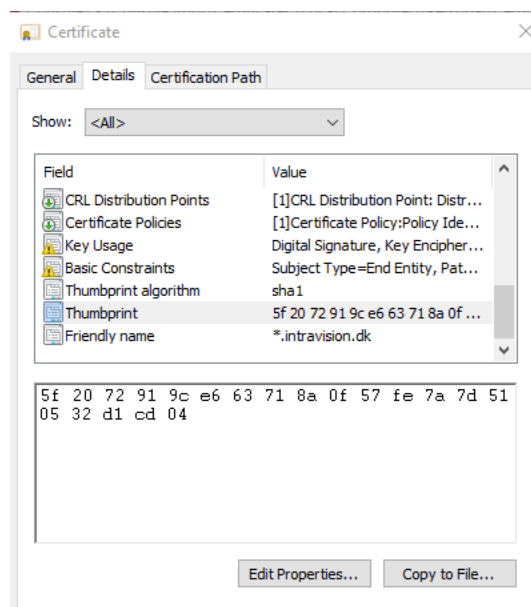
Browse for your SSL certificate file, searching in – Personal Information Exchange (*.pfx, *.p12) files – click 'Open' – click 'Next'.

Enter the password for your SSL certificate file, click 'Next' and click 'Finish'.

When the message 'The import was successful' appears, click **OK**.

Check the imported certificates – click 'Personal/Certificates' in the Certificates application.

2. Acquire the thumbprint of the certificate.
Expand 'Certificates' – 'Personal' – 'Certificates'.
Open the certificate for your server.
Choose details – and thumbprint.



Copy the thumbprint characters into a text editor e.g., Notepad.

Remove the spaces in between the characters.

Copy the characters to the clipboard for use as 'certhash' in the next section.

3. Open a command prompt in administrator mode:

Run 'netsh' with parameters, substitute the value of 'certhash' with your own value. The 'appid' is just a dummy value (needed).

Note: Run the following three lines as one line in the command prompt:

```
netsh http add sslcert ipport=0.0.0.0:443  
certhash=5f2072919ce663718a0f57fe7a7d510532d1cd04  
appid={00112233-4455-6677-8899-AABBCCDDEEFF}
```

and also these three lines as one line in the command prompt::

```
netsh http add sslcert ipport=0.0.0.0:9443  
certhash=5f2072919ce663718a0f57fe7a7d510532d1cd04  
appid={00112233-4455-6677-8899-AABBCCDDEEFF}
```

The response text should show:

```
SSL Certificate successfully added
```

At this stage, you have enabled the SSL communication for all Windows web services that need it.

In case you want to change the certificate, run:

```
netsh http delete sslcert ipport=0.0.0.0:443
```

and

```
netsh http delete sslcert ipport=0.0.0.0:9443
```

- and rerun the 'netsh http add' command above with new parameters.

In case you want to show the certificate(s), run:

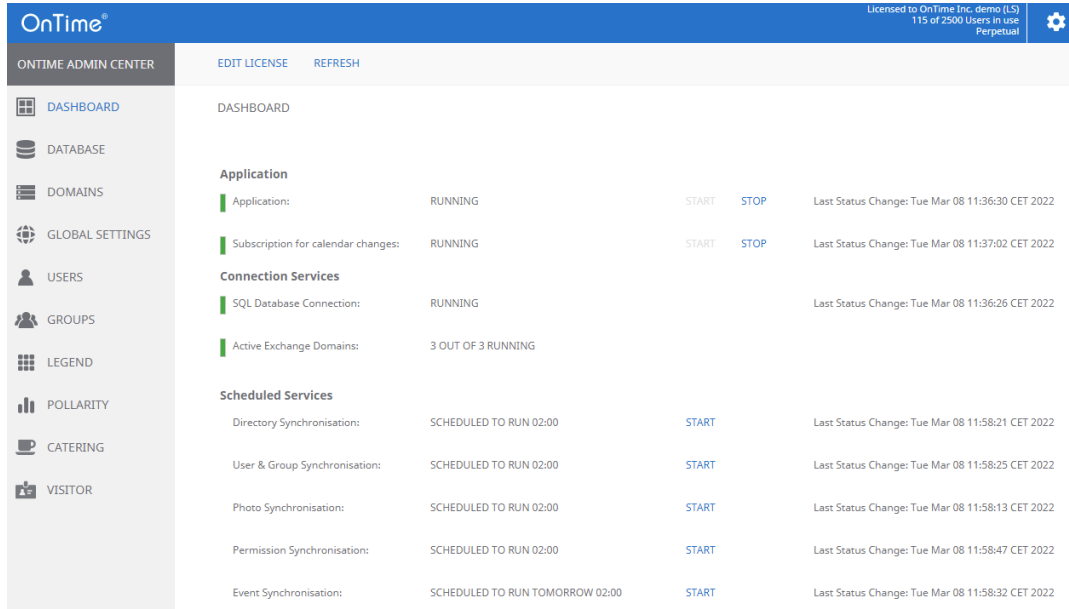
```
netsh http show sslcert ipport=0.0.0.0:443
```

and

```
netsh http show sslcert ipport=0.0.0.0:9443
```

Pick up the new version of OnTime

In “OnTime Admin Centre” click “Dashboard”.



The screenshot shows the OnTime Admin Centre Dashboard. The top navigation bar includes 'EDIT LICENSE' and 'REFRESH'. The left sidebar lists various modules: DASHBOARD, DATABASE, DOMAINS, GLOBAL SETTINGS, USERS, GROUPS, LEGEND, POLLARITY, CATERING, and VISITOR. The main content area displays the status of various services:

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Connection Services			
SQL Database Connection:	RUNNING		Last Status Change: Tue Mar 08 11:36:26 CET 2022
Active Exchange Domains:	3 OUT OF 3 RUNNING		
Scheduled Services			
Directory Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:21 CET 2022
User & Group Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:25 CET 2022
Photo Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:13 CET 2022
Permission Synchronisation:	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:47 CET 2022
Event Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change: Tue Mar 08 11:58:32 CET 2022

Click ‘Stop’ and then ‘Start’ at ‘Application Status’.

Click 'Global Settings>Backend' and click 'Save'

Click 'Global Settings>Frontend' and click 'Save'

Click 'Global Settings>Default Settings' and click 'Save'

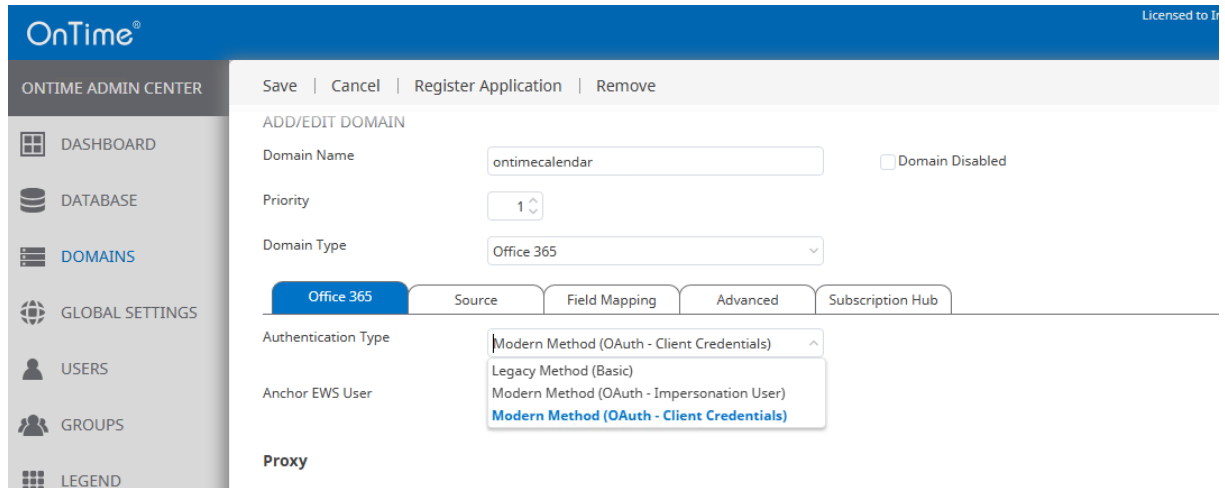
- if you have more versions of 'Users Default Settings' open each one of them and click 'Save'.

Click **Start** at **Directory Sync**; this will, in turn, start **User & Group sync**.

Click **Start** at **Photo Sync**, **Permission Sync** and **Event Sync**.

Domain considerations

From OnTime ver. 6.3, the Domain section has changed.



OnTime®

ONTIME ADMIN CENTER

DASHBOARD

DATABASE

DOMAINS

GLOBAL SETTINGS

USERS

GROUPS

LEGEND

Save | Cancel | Register Application | Remove

ADD/EDIT DOMAIN

Domain Name: ☐ Domain Disabled

Priority:

Domain Type:

Office 365 | Source | Field Mapping | Advanced | Subscription Hub

Authentication Type:

Anchor EWS User:

Proxy

Microsoft 365 configuration, Authentication

We suggest that you change your way of authentication to 'OAuth' – since 'Basic Authentication' is deprecated by Microsoft.

We now have two choices of OAuth authentication.

- Modern Method (OAuth – Impersonation User)
- Modern Method (OAuth – Client Credentials)

OnTime 'Impersonation User' does not support multifactor authentication – as an alternative choose 'Client Credentials' for authentication.

For details see the 'OnTime Installation & Configuration' guide.

In case for missing permissions in the configuration, will be listed. If some permissions are missing you should check your configuration in 'Microsoft Entra ID'.

Note: Additional information is available in the *OnTime for MS – Installation & Configuration Guide*.

Roll back

In case you want to roll back your OnTime to a previous version, it is possible through a restore of the old database(s) and a reinstallation of OnTime from your old version directory.

Step 1:

Run, as administrator, 'uninstall.cmd' from the new OnTime version directory

Step 2:

When you installed the new version of OnTime, backup database files were made. The files by default are placed in C:\SqlServerBackups. The main OnTime database has a filename, OnTime(Year-Month-Date-Time).Bak. OnTime add-on products are shown as databases for Pollarity, Catering, Visitor.

The restore of the old database(s) may be made with 'SQL Server Management Studio (SSMS)'.

Step 3:

In your old OnTime version directory, change to the directory:
C:\Program Files\IntraVision\OnTimeMS-x.x\cmd:

Run, as administrator, 'install-ontime-services-only.cmd'

Step 4.

For the OnTime add-on products you must run the appropriate 'start'-commands. In your old OnTime version directory, change to the directory:
C:\Program Files\IntraVision\OnTimeMS-x.x

Run, as administrator, 'start-catering.cmd'

Run, as administrator, 'start-pollarity.cmd'

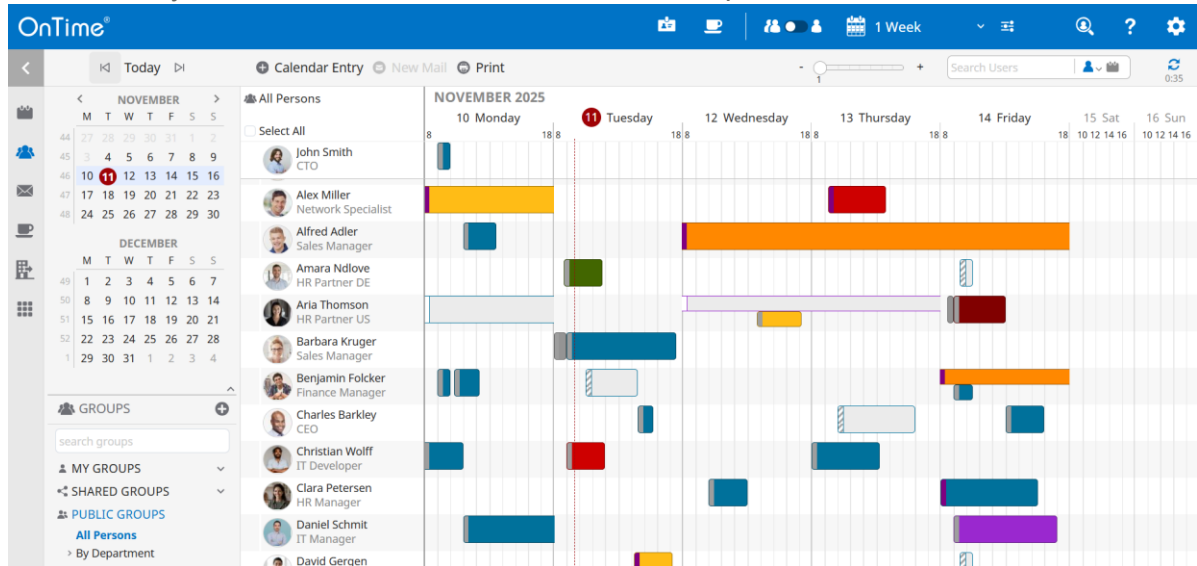
Run, as administrator, 'start-visitor.cmd'

Final test

OnTime Client Web Desktop

<https://ontime.example.com/ontimegcms/desktop>

Note: Insert your relevant URL instead of 'ontime.example.com'.



OnTime Client Web Mobile

<https://ontime.example.com/ontimegcms/mobile>

Note: Insert your relevant URL instead of 'ontime.example.com'.

